

“Working With You Is Killing Me” Training For Managers And Employees

The Lakes Area ECI will host Kathy Peterson at Iowa Lakes Community College in Spencer, Iowa on the above topic. A difficult person can really test your limits. However, in order for you to be successful, you need to learn how to more effectively communicate with those “problem” people around you. This program will explore the tools and techniques anyone can use to have difficult discussions effectively and to enhance his/her relationships with even the most problematic people.

Upon completion, participants should be able to:

- Keep expectations of others in check and make sure they have been communicated.
- Ensure you are having the right conversation, keeping the result you desire in mind.
- Set the tone for a conversation, keeping in mind intent is just as important as content.
- Have difficult conversations around facts and expectations, not emotions and conclusions.
- Question and answer session.

Meeting Details

When: April 7, 2016

1:00 pm — 3:00 pm

Where: Iowa Lakes Community
College, Spencer Campus

1900 N. Grand Ave., Suite B-1
Spencer, Iowa 51301

Cost: To be determined per
attendee which includes light
refreshment

Registration is requested by Friday, April 1, 2016. Call IowaWORKS at
712-262-1971 x 126 or robert.becker@iwd.iowa.gov



Recertification Credit Hours Awarded: 0.0

The use of this seal is not an endorsement by the HR Certification Institute of the quality of the program. It means that this program has met the HR Certification Institute's criteria to be pre-approved for recertification credit.

